



# **Departmental Quarterly Performance Report**

**Department Name: eGovernment Department**

**Reporting Period:**

**FY 02-03**

**2<sup>ND</sup> Quarter**

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## MAJOR PERFORMANCE INITIATIVES

### Describe Key Initiatives and Status

Check all that apply

<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <b><i>Technology</i></b> <i>Fiscal Responsibility</i></p> <p><b>Portal 2 Release</b></p> <p>Contract for hosting the new portal and making the portal ready for migration to the hosting environment was signed and processed. Work will begin early April and is tentatively scheduled for a June release.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <b><i>Technology</i></b> <i>Fiscal Responsibility</i></p> <p><b>Electronic and On Line Payments</b></p> <p>The agreement to add the ability to pay by e-check for the Renew Your Occupational License Application was finalized. Work has started and is scheduled for a July release.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <b><i>Technology</i></b> <i>Fiscal Responsibility</i></p> <p><b>% of application related production batch jobs completed satisfactorily, without errors.</b></p> <p>During the 2<sup>nd</sup> Quarter a 99.68% accuracy was maintained on production batch jobs.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input checked="" type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <b><i>Fiscal Responsibility</i></b></p> <p><b>Economic Funding Model</b></p> <p>A Team was established by the Office of Management and Budget to act upon the Economic Model recommendations submitted by the eGovernment Department. There have been several meetings and some proposed recommendations from the Tam. A final defined Economic Model is expected by the 3<sup>rd</sup> Quarter and will be implemented in FY 03-04.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____</p> <p>(Describe)</p>

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<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <b>Technology</b> <i>Fiscal Responsibility</i></p> <p><b>EDMS Project</b></p> <ol style="list-style-type: none"> <li>1. Employee Relations Department <ul style="list-style-type: none"> <li><input type="checkbox"/> Backfile scanning is now working on complete personnel folders. A-B complete;</li> <li><input type="checkbox"/> Personnel Change Document (PCD) workflow and mainframe integration are in production;</li> <li><input type="checkbox"/> Corrections personnel documents are in production. Backfile scanning is in process;</li> <li><input type="checkbox"/> Compensation analysis nearing completion, test library created;</li> </ul> </li> <li>2. Department of Environmental Resources Management <ul style="list-style-type: none"> <li><input type="checkbox"/> Scanning has been implemented at MDPIC;</li> </ul> </li> <li>3. OMB, Finance <ul style="list-style-type: none"> <li><input type="checkbox"/> Travel Request e-form has been completed, preparing for acceptance testing;</li> <li><input type="checkbox"/> Travel Reimbursement e-form has been updated to reflect travel request changes;</li> </ul> </li> <li>4. Procurement <ul style="list-style-type: none"> <li><input type="checkbox"/> On-Line contracts project has begun;</li> </ul> </li> <li>5. GSA – Risk Management <ul style="list-style-type: none"> <li><input type="checkbox"/> Change of Beneficiary e-form with workflow has been accepted by GSA, migrating to production;</li> <li><input type="checkbox"/> Open enrollment form is being scanned into production;</li> <li><input type="checkbox"/> New open enrollment form is being designed;</li> </ul> </li> <li>6. JAC <ul style="list-style-type: none"> <li><input type="checkbox"/> Analysis is complete, corrections being made to report;</li> </ul> </li> <li>7. MDPD – Records Bureau <ul style="list-style-type: none"> <li><input type="checkbox"/> Analysis has begun to place police reports on-line;</li> </ul> </li> </ol>	<p>___ <i>Strategic Plan</i></p> <p><i>X</i> <i>Business Plan</i></p> <p>___ <i>Budgeted Priorities</i></p> <p>___ <i>Customer Service</i></p> <p>___ <i>Workforce Dev.</i></p> <p>___ <i>ECC Project</i></p> <p>___ <i>Audit Response</i></p> <p>___ <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <b>Service</b> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p><b>ANSWER Center</b></p> <ul style="list-style-type: none"> <li>➤ Trained Day 1 Departments in service requests configuration management</li> <li>➤ Developed functional requirements for system interfaces</li> <li>➤ Developed interlocal agreement with the City of Miami</li> <li>➤ Obtained project financing</li> <li>➤ Evaluating the possibility of a partnership with 211 (Social Services)</li> </ul>	<p>___ <i>Strategic Plan</i></p> <p><i>X</i> <i>Business Plan</i></p> <p>___ <i>Budgeted Priorities</i></p> <p>___ <i>Customer Service</i></p> <p>___ <i>Workforce Dev.</i></p> <p><i>X</i> <i>ECC Project</i></p> <p>___ <i>Audit Response</i></p> <p>___ <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p>	<p>___ <i>Strategic Plan</i></p> <p>___ <i>Business Plan</i></p> <p>___ <i>Budgeted Priorities</i></p> <p>___ <i>Customer Service</i></p> <p>___ <i>Workforce Dev.</i></p> <p>___ <i>ECC Project</i></p> <p>___ <i>Audit Response</i></p> <p>___ <i>Other</i> _____ (Describe)</p>

# Departmental Quarterly Performance Report

Department Name:

Reporting Period:

## PERSONNEL SUMMARY

### *A. Filled/Vacancy Report*

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	254	257	245	24	259	20				

\* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

### Notes:

### *B. Key Vacancies*

### *C. Turnover Issues*

### *D. Skill/Hiring Issues*

### *E. Part-time, Temporary and Seasonal Personnel (Including the number of temporaries long-term with the Department)*

### *F. Other Issues*

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## FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
<b>Revenues</b>								
E-Gov Director	0	408	102	0	204	0	100.00%	0.00% <sup>(1)</sup>
E-Services	3,724	4,848	1,212	748	2,424	839	65.40%	17.30% <sup>(1)</sup>
E-Technologies	0	3,174	793	188	1,587	188	88.14%	5.93% <sup>(1)</sup>
E-Center	2,697	2,331	583	0	1,166	0	100.00%	0.00% <sup>(1)</sup>
Application Services	15,857	16,464	4,116	2,907	8,232	3,379	58.95%	20.52% <sup>(1)</sup>
<b>Total</b>	<b>22,278</b>	<b>27,225</b>	<b>6,806</b>	<b>3,844</b>	<b>13,613</b>	<b>4,406</b>	<b>67.63%</b>	<b>16.18%</b>
<b>Expenses</b>								
E-Gov Director	0	404	101	174	202	304	-50.56%	75.28% <sup>(2)</sup>
E-Services	3,502	4,852	1,213	931	2,426	1,625	33.01%	33.49% <sup>(3)</sup>
E-Technologies	2,357	3,124	781	753	1,562	1,351	13.49%	43.25% <sup>(3)</sup>
E-Center	1,104	2,090	522	463	1,045	989	5.33%	47.33%
Consultancy	0	241	60	124	121	243	-101.68%	100.84% <sup>(2)</sup>
Application Services	16,412	16,514	4,129	3,989	8,257	8,268	-0.13%	50.06%
<b>Total</b>	<b>23,375</b>	<b>27,225</b>	<b>6,806</b>	<b>6,433</b>	<b>13,613</b>	<b>12,780</b>	<b>6.11%</b>	<b>46.94%</b>

Notes on Financial Information:

(1) General Fund subsidies will be received at the end of the fiscal year.

(2) Positions reallocated to this areas due to IT consolidation and other initiatives.

(3) Some software licences and other annual maintenance fees will be paid next quarter.

\* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

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## STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

INDEX CODE AND DESCRIPTION	Budgeted Revenue	Billed Revenue 3/31/2003	Projected Revenues 9/30/03	Proj Rev less Budg Rev
EGR0202GISAD GIS Application Development Revenue	1,147,899	294,105	800,000	(347,899)
EGR0202GTSR GIS Support Revenue Prop. Funds	1,717,900	0	1,330,163	(387,737)
EGR060215123 Application Consulting Revenue	2,175,162	238,274	1,044,000	(1,131,162)
EGR060317590 Application Development Revenue	4,217,146	1,670,100	4,150,000	(67,146)
EGR060417665 Application Maintenance Revenue	4,979,164	1,422,275	4,600,000	(379,164)
				<u>(2,313,108)</u>

Reduced demand from client agencies due to funding restrictions and objections to the GIS cost recovery allocation can be identified as sources of the revenue shortcoming forecasted.

## DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

\_\_\_\_\_  
Signature

Department Director

Date \_\_\_\_\_